

DEALING WITH CHALLENGING BEHAVIOUR

Overview

Behaviour doesn't have to be aggressive to be challenging to deal with and make problem-solving harder. This interactive workshop for public sector complaint handlers and frontline staff explores practical strategies to identify, prevent and defuse a range of behaviours; and to manage or limit service provision in response to behaviour which becomes unreasonable. Participants explore a model for dealing with challenging behaviour, including considering Victoria's human rights, equal opportunity and workplace safety laws.

Who should attend

People who handle or manage complaints, including front line staff, team leaders and managers.

Benefits from attending

You will practise strategies to deal with behaviour ranging from challenging to unreasonable and be better able to:

- Identify the behaviour you find challenging.
- Prevent or de-escalate challenging behaviour.
- Manage behaviour where it raises health, safety, resource or equity issues, in a way that is lawful, fair and transparent.
- Deal with challenging behaviour that may be associated with a disability or mental illness.
- Respond to people who raise concerns about suicide.
- Identify strategies for self-care and care of staff.

Presenters

Jenny Jackson

Senior Program Designer, Victorian Ombudsman

Marita Cullen

Program Facilitator, Victorian Ombudsman

Dates

- Thursday 14 February 2019 – 9.30am to 4pm
- Tuesday 2 April 2019 – 9.30am to 4pm
- Tuesday 4 June 2019 – 9.30am to 4pm

Cost

\$715 per person (GST inclusive). Price includes lunch.

Credit card payment only.

Location

Level 2, 570 Bourke Street, Melbourne

Register at

<https://education.ombudsman.vic.gov.au/event/VICOMB/challenging-behaviour.html>

Enquiries education@ombudsman.vic.gov.au

Phone (03) 9613 6100

Contact us if you are interested in booking a workshop on site at your workplace.